



**BIHAR MAHADALIT VIKAS MISSION**

**SC/ST Welfare Department, Govt of Bihar**

5<sup>th</sup> Floor, Land Development Bank, Budh Marg, Patna Pin-800001, Bihar

PHONE NO 0612 - 2215082, 2230038

Bmvm.hq@bmvm.org Web: [www.mahadalitmission.org](http://www.mahadalitmission.org)

## **Expression of Interest (EOI)**

Selection of Project Management Unit

For

**Bihar Mahadalit Vikas Mission**

## 1. NOTICE FOR EOI

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### **Expression of Interest (EOI)**

Sealed EOI are invited from reputed companies in the field of IT, Education services, Project Management consultancy and Skill Development by the Mission Director, Bihar Mahdalit Vikas Mission, Scheduled caste and Scheduled Tribes Welfare Department, Government of Bihar for setting up a Project Management Unit for Bihar Mahadalit Vikas Mission, Scheduled caste and Scheduled Tribes Welfare Department, Government Of Bihar.

EOI Documents including TOR, Terms and conditions etc can be obtained from the office of Mission Director, Bihar Mahadalit Vikas Mission, Scheduled caste and Scheduled Tribes Welfare Department, Government Of Bihar on all working days (Monday to Friday) between 11.00 hours to 16.00 hours by payment of a demand draft of Rs 1000/- drawn in favour of Mission Director, Bihar Mahadalit Vikas Mission, Scheduled Caste And Scheduled Tribes Welfare Département Patna. It may also be downloaded from the website <http://mahadalitmission.org>. In case of a downloaded form, Demand Draft of Rs 1000/- to be attached with the Eoi document.

Completed proposals must reach BMVM on or before 15.00 hrs on 07-06-2015. The proposals will be opened on 07-06-2015 at 16.00 hrs in presence of the bidders or their authorized representatives.

The undersigned reserves the right to cancel the proposals without assigning any reasons.

**Mission Director**

**Bihar Mahadalit Vikas Mission**

## 2. IMPORTANT INFORMATION ABOUT THE EOI

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<b>Name of the Issuing Authority:</b>	Mission Director, Bihar Mahadalit Vikas Mission
<b>Date of Issue:</b>	15/05/2015
<b>Last Date &amp; Time of Submission :</b>	07-June-2015, Before 03:00 PM
<b>Bid Submission Address:</b>	BIHAR MAHADALIT VIKAS MISSION 5th Floor, Land Development Bank, Budh Marg, Patna Pin-800001, Bihar
<b>Date &amp; Time of Opening of Bid:</b>	07-June-2015, 04:00 PM
<b>Validity of Bid:</b>	180 Days from date of opening of EOI.
<b>Contract Tenure:</b>	03 Years from date of agreement
<b>Non Refundable EOI Cost</b>	Rs.1000/- in cash or through demand draft from a scheduled bank/Nationalised bank, drawn in favour of "Mission Director , Bihar Mahadalit Vikas Mission ", payable at Patna.
<b>EMD</b>	Rs.100000/- through demand draft/Bank Guarantee from a scheduled bank/Nationalised bank, drawn in favour of "Mission Director , Bihar Mahadalit Vikas Mission ", payable at Patna.
<b>Financial Bids</b>	Please note that <b>NO FINANCIAL PROPOSALS</b> are required now. On the basis of information provided by interested consultants, the project will prepare a shortlist of up to 6 consultants who will be invited to submit financial proposals.

### **3. OVERVIEW OF BIHAR MAHADALIT VIKAS MISSION:**

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Bihar Mahadalit Vikas Mission is an autonomous body under Department of SC & ST Welfare, Govt. of Bihar, constituted with the objective of socio-economic, educational and cultural upliftment of the most deprived section among scheduled caste community. The Mission is working in all the 38 Districts.

#### **Key Objectives of the Assignment:**

Bihar Mahadalit Vikas Mission, SC & ST Welfare Department, Govt. of Bihar has embarked on ambitious plans for enabling in Bihar to deliver end-to-end services to its stakeholders in a user-centric way bringing about high levels of accountability and transparency in its service delivery. Review of design documents submitted by SI including the System Requirements Specifications (SRS), System design documents (SDD), Acceptance Procedures, Test cases & test plans etc.

- Promote entrepreneurship amongst the Scheduled Castes and Schedule tribe communities,
- To motivate SC & ST entrepreneurs for further growth of SC/ ST communities.
- Operate and Manage the 'Facilitation Centre' for SC & ST Entrepreneurs in each commissionerary.
- To provide training and arrange workshops for entrepreneurs of SC & ST Community in every district.
- To provide short terms consultants/ experts for various running schemes of SC & ST welfare, Govt. of Bihar.
- To evaluate various schemes of Dept. of SC & ST Welfare, Govt. of Bihar as and when asked by the department.
- To develop an integrated IEC strategy for Bihar Mahadalit Vikas Mission, SC & ST Welfare Department and put in place mechanisms and necessary resources for implementing it.
- Preparation of annual report, bring out monthly newsletters, other printed materials, preparation of guidelines for different programmes of BMVM and SC/ ST Welfare Department.
- Monitor the progress and provide status report on data digitization, including data transfer from existing systems through data migration tools
- Monitor the procurement, deployment & commissioning of necessary networking equipments and connectivity .
- Review the change control requests and recommendations on incorporating the same in the system.
- Ensure that the technology standards, guidelines & frameworks provided by Bihar Mahadalit Vikas Mission, Scheduled caste and Scheduled Tribes Welfare Department, Government Of Bihar are adhered to during customization.

### **3.1 Expected benefits of the project can be listed as follows:**

- Ease in Information accessibility to all the stakeholders with zero communication gaps.
- Efficient monitoring and public grievance Redressal system.
- Process Reengineering of Departmental Functions and SC&ST Scheme and services for transparency with cross functional automation.
- Common information base across departments on a single integrated platform.
- Creation of effective Management Information System (MIS).
- Review of schemes, proposals for transparent and efficient management system.
- Long term financial viability and sustainability with improvement in fund Allocations and Disbursement.
- Implementation of a range of human resources related policies, practices and procedures for privileged groups.
- Support to department for DPR, FRS, SRS and other Proposals preparation and review.
- Process Gap Analysis and Business Process Reengineering for various process and sub processes involved in delivery mechanism of schemes benefited to welfare individual and groups.
- Tracking and Reporting of process and deliverables of schemes and their implementation at grass route level.
- Forecasting Financials, Risk factors and deviations of the schemes related to BMVM and SC/ ST Welfare.

### **3.2 Manpower Requirement**

Bidder is required to deploy experienced and trained manpower for smooth functioning of the project. The Bidder would need to ensure that adequate & sufficiently trained resources are deployed to manage the Centralised Infrastructure components to meet the SLA and functional requirements of the project. The minimum qualifications and skills requirements are given in the table below:

#### **Summary of Position:**

- Project Director - 1
- Project Manager-1
- Technical Consultant-1
- Finance Management Consultant-1
- Skill Development and Training Consultant-1
- Strategy and planning Analyst
- Senior Consultant-1
- Consultant-1

Sr. No.	Position	Qualifications Criteria	Remarks
1.	Project Director	Retd senior IAS officer	
2.	Project Manager	<p>BE/B.Tech with MBA /MCA</p> <p>Minimum 10+ Years of Relevant Experience in Project &amp; Program Management</p>	<p><b>Area of Expertise:</b></p> <ul style="list-style-type: none"> <li>• Experience of project management of minimum 3 projects involving delivery of G2C services from multiple locations with value minimum INR 1 Crore (successfully completed or in O&amp;M phase).</li> <li>• The person should have acknowledged capabilities in partnering with reputed training and placement agencies, managing skill development programme for poor and looking after post training placement issues.</li> <li>• The person should have acknowledged domain expertise in large scale multi-Sector development program related to research, policy framing, quality operations and innovations.</li> <li>• The person must be capable to do System study and analysis with respect to DPR and Proposal preparation.</li> <li>• The person must be well versed with documentation, design and process of BPR, SRS/FRS, Use cases and UAT implementation related deliverables.</li> <li>• Experience on the concept and delivery of Service level agreement and management.</li> <li>• Experience of managing a team of minimum 5-10 members.</li> <li>• Should have ability to lead, motivate and direct the team to achieve business objectives.</li> <li>• Good people management, coaching and mentoring skills and Team building skills.</li> <li>• The person should have thorough experience of handling MIS in skill development &amp; placement programme/ education programmes.</li> </ul>

			<ul style="list-style-type: none"> <li>• Ensure that the different Schemes/modules being developed are in alignment with the overall objectives of the Department and provision for integration (if developed in silos).</li> <li>• Assist in preparing frameworks and templates by using standardized tools.</li> <li>• Assist Department in identifying new projects and Schemes.</li> <li>• Ensure that the requirements of the Department in matters like preparation of EoI/ RFP/Contracts/ PPT and other related matters are suitably addressed.</li> <li>• Experience in Computerization of large organizations involving Technology selection issues desirable.</li> </ul>
<b>3.</b>	<b>Technical Consultant</b>	<b>BE/B.Tech/MCA/M.Tech Minimum 8+ Years of Related Experience.</b>	<b>Area of Expertise:</b> <ul style="list-style-type: none"> <li>• Experience of solution architecting for minimum 2 large IT turnkey projects involving delivery of G2C services from multiple locations (successfully deployed)</li> <li>• Hands on experience in Open Standard Platforms and Technologies</li> <li>• Strong experience in application of UML, Design Patterns in design and architecting of solutions</li> <li>• Conversant with Technology Platforms such as J2EE, XML etc.</li> <li>• Strong Database skills including Oracle, SQL Server, Open source databases etc.</li> <li>• Conversant with BPM &amp; Portal suite of products.</li> <li>• Conversant with platforms, tools and frameworks used in application development</li> <li>• Experience on the use of software development best practices, tools and technologies.</li> <li>• Experience in Conducting Architectural &amp;</li> </ul>

			<p>Design Reviews</p> <ul style="list-style-type: none"> <li>• Ability to identify the Co-existence and Interoperability Requirements.</li> <li>• The person must be well versed with documentation, design and process of BPR, SRS/FRS, Use cases and UAT implementation related deliverables.</li> <li>• Experience to identify performance, reliability, security &amp; integration bottlenecks and suggest recommendations.</li> <li>• Assist department in technical evaluations of external agency proposals related to implementation of various schemes and initiatives.</li> <li>• Support in monitoring/ help establish suitable network/ IT infrastructure monitoring system at the State level.</li> <li>• Good communication and presentation skills</li> </ul>
4.	<b>Financial Consultant</b>	<b>Commerce Graduate with MBA/PGDBM in Finance/ICWA And 6 Years of relevant experience.</b>	<p><b>Area of Expertise:</b></p> <p>Experience in program management of projects including project finance / procurement Experience of at least 6 years in Project Financing and Appraisal, Business Modelling and Risk Management of large Governance projects. <b>Knowledge of General Finance Rules (GFR) is desirable.</b></p> <ul style="list-style-type: none"> <li>• Provide guidance to department on long term financial viability and sustainability of initiatives.</li> <li>• Review fund utilization and provide inputs to department.</li> <li>• Appraisal of project reports for their financial viability and provide expert advice to ensure financial robustness of the projects.</li> <li>• Assist Department in formulating procurement plans for schemes and projects.</li> <li>• Assist and provide guidelines to department in developing contracts, RFP,</li> </ul>



			<p>Lol, Purchase Orders etc.</p> <ul style="list-style-type: none"> <li>• Assist department in financial evaluations of external agency proposals related to implementation of various schemes.</li> <li>• Assist department in price negotiations related to IT goods/services procurement.</li> <li>• Assist and Review of Planning/Budgets in respect to budgeting and controlling</li> </ul>
5.	<b>Skill Development Consultant</b>	<b>MBA/ PGDM/ PGDRD/ MSW</b>  <b>Relevant Experience: 6 Years</b>	<b>Area of Expertise:</b> <ul style="list-style-type: none"> <li>• Develop action plans based on the roadmap on skill and training strategy to achieve department targets.</li> <li>• Conduct assessment of the existing training infrastructure in the department and develop action plan to improve their capacity to lead the training interventions.</li> <li>• Assist in / liaise with identified agencies in development of skill and training programs. Provide focus on change management through efficient communication, workshops, trainings etc.</li> <li>• Assist in identifying change management initiatives as part of departmental Process Reengineering exercise.</li> <li>• Assist departments in identification of capacity gaps in carrying out various schemes.</li> <li>• Program level monitoring of the initiatives being carried out by different schemes.</li> <li>• Study best practices of other States, departments and enable sharing of knowledge to avoid duplication of effort and to shorten the learning curve.</li> <li>• Liaise with department to provide critical inputs for designing guidelines and policies around various departmental and scheme process change.</li> </ul>
6.	<b>Strategy Analyst.</b>	<b>Graduation: MBA/ PGDM/ PGDRD/ MSW</b> <b>Experience: 6 Years</b>	<b>Area of Expertise:</b> <ul style="list-style-type: none"> <li>• Experience in providing an expert advisory and consultancy service to management and staff on a wide range of complex human resource management matters.</li> <li>• Proven high level communication skills</li> </ul>

			<p>(verbal and written), including the provision of human resource advice on issues of a complex and sensitive nature.</p> <ul style="list-style-type: none"> <li>• Experience in the development, review and implementation of a range of human resources related policies, practices and procedures.</li> <li>• Demonstrated ability to plan, prioritise and organise work to achieve goals and meet deadlines, including dealing with competing demands and managing multiple projects and tasks.</li> <li>• Experience in formulating human resource development strategies and participating in organisational training needs analysis.</li> <li>• Experience in employee relations and human resource management, including the negotiation and conflict resolution of significant matters.</li> <li>• Ability to identify strategic HR related issues, think laterally and apply analytical, qualitative and research skills to develop appropriate creative strategies for resolution.</li> </ul>
7.	<b>Senior Consultant</b>	<b>Graduation: B.E/B.Tech</b> <b>Post Graduation: MBA/ PGDM</b> <b>Experience: 6 Years</b>	<b>Area of Expertise:</b> <ul style="list-style-type: none"> <li>• Engaging government clients across the hierarchy and understanding the requirements.</li> <li>• Should be capable of designing and proposing solutions to meet scheme requirements and address complex governance / technical process requirements.</li> <li>• Providing consultation to department and keeping them updated with the current advancements in domain.</li> <li>• Working in a team, which develops comprehensive solutions through deep engagement with the clients and carries out the tasks like, <ul style="list-style-type: none"> <li>----Process mapping</li> <li>----Government Process Re-engineering</li> <li>----Preparation of Detailed Project Report</li> <li>----Preparation and review of RFP</li> <li>----carry out Bid Management Activities.</li> </ul> </li> </ul>

			<p>-----Managing Programs /Projects.</p> <ul style="list-style-type: none"> <li>• Responsible for developing customer relationship through deep engagement and delivering continuous value by meeting customer expectations and handling day to day issues.</li> <li>• Providing assistance to other team members by way of assisting them in solving challenging problems, sharing technical knowledge and adhering to quality processes in ensuring team objectives are met.</li> <li>• Ensuring that project deliverables are met and project time is maintained Responsible for generating reports and other such documents, as required for internal and client side process compliance.</li> </ul>
8.	Consultant	Post Graduate Minimum 4 Years of Related Experience.	<p><b>Area of Expertise:</b></p> <ul style="list-style-type: none"> <li>• Program Management Support for the implementation of various Schemes of Sc/ST Welfare Department.</li> <li>• Highlight any issues/ slippages to higher authorities of Welfare Department.</li> <li>• Identify the critical success factors for implementation of Schemes in Welfare Department.</li> <li>• Develop and establish suitable program monitoring framework for the Welfare Department under guidance from the Department officials.</li> <li>• Ensure that the different Schemes/modules being developed are in alignment with the overall objectives of the Department and provision for integration (if developed in silos).</li> <li>• Assist in preparing frameworks and templates by using standardized tools.</li> <li>• Assist the Tribal Welfare Department in identifying new projects and Schemes.</li> <li>• Ensure that the requirements of the Department in matters like preparation of EoI/ RFP/Contracts/ PPT and other related matters are suitably addressed.</li> <li>• Formulate program management</li> </ul>

			<p>strategies in consultation with Welfare Department.</p> <ul style="list-style-type: none"><li>• In addition to above Primary Responsibilities the incumbent may be assigned any other task from time to time by the Welfare Department.</li><li>• Periodic Reports Generation and MIS Reporting.</li><li>• Hands on experience on MS Office Reporting Tools and applications.</li></ul>
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## 4. PRE-QUALIFICATION CRITERIA

The consultants who are interested in being considered for this assignment should fulfill the following criteria:

#	Qualification criteria	Documents Required
1	The consulting firm should be engaged in strategic project implementation and consulting for the past five years.	Registration Certificate and proof of such work should be submitted
2	During the last three years the consulting firm should have a minimum annual Turnover of Rs. 1 crore in project implementation and consulting business during last three years	Audited Balance sheet of F-Y 2011-12 , 2012-13 ,2013-14 Documents should be submitted
3	The consulting firm should have executed at least 2 large Government projects demonstrating experience in technical support projects for any state /central Govt Department/PSUs in a Country during the last three years. The project value not less than 50 lacs	Purchase order and Agreement copy should be submitted
4	The consulting firm should have executed at least 2 large projects demonstrating experience as mentioned in the (for example Consulting, training, evaluation ICT strategy formulation, institutionalizing program management systems for any state /central Govt Department/PSUs in a Country during the last three years. The project value not less than 50 lacs and Duration should be more then 1 Years.	Purchase order and Agreement copy should be submitted
5	The bidder should not have been blacklisted by any State / Central Government in India during last five years for corrupt, fraudulent or any other unethical business practices or for any other reason.	Applicants Should submit the declaration along with technical document.

### Note:

1. The Agency selected for this assignment is expected to provide advisory and handholding services for the agencies that will be selected for Software Development. The Agencies applying for this assignment may note that if they are selected for this assignment they (or their associates/consortium partners) would not be eligible for the Software Development assignments under this programme due to Conflict of Interest issues.
2. Consultants may associate other Service Providers to complement their respective areas of qualifications/expertise, such that the agency can deliver management support to SC&ST Department GOB.
3. Consultants or associations of consultants, who are interested in being considered for the assignment, should submit information in the format indicated in the attachment to this letter for expression of interest.

## 5. CRITERIA FOR EVALUATION OF EOI

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The EOIs would be evaluated on the basis of the following criteria.

### 5.1 Project Experience (60 Marks)

- A. Implementation of large government projects in Bihar. Project Value not less than 50 lacs and Duration should be more than 2 Years.
- B. Consulting and Project Management of project in IT/Skilling/Training projects in any State or Central Govt departments/PSUs. Project Value not less than 1 Cr and Duration should be more than 1 Years.
- C. Technical support in project in Bihar State departments. Project Value not less than 50 lacs and Duration should be more than 2 Years.
- D. **Financial Strength of the Consultant:** Turnover figure of Last three years (at least 1 crore for each of the last three years).
- E. Presence in the districts and capital of Bihar.

### 5.2 Technical Proposal (40 Marks)

- A. **Organizational:** Provide a brief description of the background and organization of your firm/entity. The brief description should include ownership details, date and place of incorporation of the firm, objectives of the firm, availability of appropriate skills among staff, brochures etc.
- B. Resumes of Key professionals proposed.
- C. Experience in evaluation for government department.
- D. Understanding of the Project and conceptualization of the solution including functional requirements.
- E. Design & Architecture of overall Proposed Solution (Proposed Tools, Technologies and Products, Availability, Scalability, Interoperability, Architectures).
- F. Project Plan
  - 1. Training and Change Management Plan
  - 2. Conformance to timelines
  - 3. Establishment of systems and processes.

**Minimum 70 Marks required for selection of next stage of proposal.**

**Please note that no financial proposals are required now. On the basis of information provided by interested consultants, the project will prepare a shortlist of up to 6 consultants who will be invited to submit financial proposals.**